



ISO 9001-14001
OHSAS 18001

नॉर्थ ईस्टर्न इलेक्ट्रिक पावर कॉर्पोरेशन लिमिटेड
North Eastern Electric Power Corporation Limited
 (भारत सरकार का उद्यम) / (इ इण्टर. ऑ इन्वीक इन्फ्रास्ट्रक्चर)
 135 मे.वा. अगरतला गैस टरबाइन कंबाइन साइकिल पावर प्लांट
 135 MW Agartala Gas Turbine Combined Cycle Power Plant
 अनुबंध एवं खरीद: प्रचालन स्कंध/Contract & Procurement /Operation Wing
 रामचन्द्र नगर, त्रिपुरा (प) / Ramchandra Nagar, Tripura (W) - 799008



NOTICE INVITING TENDER

NIT No. 82/NEEPCO/AGTCCPP/C&P/2018-19 Dated 28/03/2019

Sealed bids (Single-Stage Two-Envelope) with 120 (One Hundred Twenty) days validity are invited from reputed Firms/Companies/Authorised Dealers/ Service Providers having experience for executing Annual Maintenance Contract for Computers & Printers for a period of 1(one) year.

Detailed Tender Document containing Terms and Conditions for Bidding including Qualifying Requirement can be down loaded from NEEPCO's portal <https://www.neepco.co.in>

Description of Items	Quantity
Annual Maintenance of PCs	49 Nos.
Annual Maintenance of Printers	34 Nos.

Estimated Value: ₹ 99,000/- (Rupees Ninety Nine Thousand) only for 1(one) year excluding GST.

1 Important Dates & Bid Validity:

1.1 **Last Date and Place for submission of Bid:** The bidder shall submit their bid in a Sealed Envelope (contain one sealed envelope for Techno-commercial bid & another sealed envelope for price bid). **The bid shall be received till 12:00 hrs. of 27-04-2019** at O/o the Sr. Manager (E/M) C&P Cell, AGTCCPP, NEEPCO and shall be opened at 15:00 hrs. of the same day i.e. on 27-04-2019. Delay in submission of bid beyond stipulated date & time shall not be considered. In case 27-04-2019 is a holiday, the Quotation shall be opened on the next working day at 15:00 hrs. Quotations send by FAX/Mail shall not be considered.

1.2 Bid validity: 120 (One Hundred Twenty) days from the date of opening of bids.

Bidders are requested to visit NEEPCO website <http://www.neepco.co.in> regularly for any modification/extension etc of bid document.

2 **Earnest Money:** An amount of ₹ 1980/- (Rupees One Thousand Nine Hundred Eighty) only to be submitted along with the offer in the form of Demand Draft Drawn in favour of ' North Eastern Electric Power Corporation Ltd.' and payable at 'Agartala' from any Nationalized / Scheduled Bank, failing which their bid shall not be considered. The EMD should reach the office of the undersigned on or before the date of opening of the tender.

If a bidder withdraws the tender while it is under consideration or, after placement of order, the bid security /EMD shall be forfeited along with other action as the Corporation deems fit. The EMD of all unsuccessful bidders shall be returned only after placement of order with the successful bidder.

Address of the undersigned : Sr. Manager(E/M), C&P,
AGTCCPP, NEEPCO Ltd.,
R.C. Nagar, Agartala - 799008, Tripura(W).

3 **Evaluation of Tender:** Techno-commercial bid shall be opened first. Purchaser will examine the Tender document to determine whether they have fulfilled the qualifying requirement, whether they are complete and meet the requirements of this Tender. Tender submitted without fulfilling the qualification criteria shall be rejected and shall not be considered for price bid evaluation. Price bid of those tenderers meeting the qualifying requirement and requirements of Tender specification shall be opened on completion of Techno-commercial Evaluation. Date for price bid opening shall be notified at a later date.

INSTRUCTION TO BIDDER

The intending bidders who fulfill the eligibility / qualifying criteria as given below should participate in the off-line Bidding process. Fulfillment of criteria as mentioned is essential, as non-compliance will lead to rejection of the Bid, without any further communication.

Qualifying Criteria: The bidders must fulfill the following qualifying criteria:

1. The Tenders of the bidders must accompany tender fee and EMD. Without Tender Fee and EMD of requisite amount, the tenders will be rejected.

2. The bidder must have the experience of having successfully completed similar nature or allied works during last 7(Seven) years in any Govt. of India organization/State Govt. Organization /PSU/ reputed private organization. Documentary evidence to that effect shall be submitted.
 - a) Three similar completed works, each cost not less than the amount equal to 40% of the estimated cost.
OR,
 - b) Two similar completed works, each cost not less than the amount equal to 50% of the estimated cost.
OR,
 - c) One similar completed work of value not less than the amount equal to 80% of the estimated cost
(Similar work means AMC of Computers & Printers).

Against proof of having met either of the above criteria, the bidder shall submit Work Order and Performance Certificate from clients for qualifying in the bidding.
3. Copy of Bidder's PAN Card, Proprietor's Name, Legal Business Address, GST Registration, EPF registration & Labour License, Dealership certificate, Copy of Income Tax and Professional Tax Certificate clearance of current validity should be submitted along with their bids.
4. The quoted price must be authenticated with relevant supporting documents and uploaded online.

GENERAL TERMS & CONDITIONS:

1. Scope :

- I. To provide Annual Maintenance Contract Service for 49 PCs and 34 Printers installed at AGTCCPP, NEEPCO, Ramchandra Nagar, Agartala, Tripura (W) for a period of 1(one) year .
- II. The list of Printers are available at **Annexure I**.
- III. The list of spares to be replaced in a Printer during AMC is present at **Annexure II**.
- IV. The list of PCs is available at **Annexure-III**.
- V. The AMC is for Hardware support only.
- VI. Annual Maintenance Service shall include preventive and corrective maintenance of both PCs & Printers for trouble free operation. The Printer hardware shall include all the items in a printer other than consumables i.e. Teflon sheet, cartridges, toners and ribbons etc.
- VII. The Contractor shall correct any faults and/or failures in the PC and Printer and repair and replace worn out defective parts of the same. In case where unserviceable parts of the PC/Printer need replacement, the Contractor shall replace such parts immediately at no extra cost to the Customer. All parts to be replaced by the Contractor must be of the same or better configuration duly approved by the Engineer-in-Charge
- VIII. Preventive maintenance shall be done by the Contractor for all the Computer Printers and PCs once in every 3(three) months. This shall include, but not be limited to, inspection, testing, cleaning, dust removal and any related software support (supporting Drivers etc.).
- IX. The contractor shall provide a minimum stock of spares of both PC/Printer at AGTCCPP so as to reduce the downtime for effective maintenance at no extra cost to the Corporation.
- X. The contractor will attend all calls from Monday to Saturday within a period of 2(two) days only after registering of call (both telephonic or otherwise) with Vendor except intervening Sundays and any other holidays declared by the customer. The Service Engineer shall provide repair and maintenance service, in response to complaints as far as possible, The repairs shall be carried out on-site itself. However, in case the Printer/PC is taken to the workshop, the Contractor shall provide a stand-by for the same at no extra cost to the Corporation within a period of 04(four) days from the date of lodging of complaint.
- XI. In case standby PC/Printer is not provided, and the item is not usable beyond a maximum downtime of 04(four) days, the Contractor will be liable to pay a penalty of ₹100/- (Rupees one hundred) only per day against each non-functional PC & Printer against which complaint has been lodged. The amount of penalty will be recovered from the bill amount raised by the contractor.
- XII. A complaint shall be considered as closed upon proper working of erring PC/Printer and on satisfaction of Engineer-in-Charge. A call complaint completion record to this effect duly countersigned by the Engineer-in-Charge or his representative is needed to be maintained for each call by the contractor for clearance of bills.
- XIII. The Contractor shall not sub-contract the hardware maintenance job to any Agency without prior approval of the Consumer.
- XIV. As far as possible originality of the parts/equipment in the machines is to be ensured. In case of replacement, the items need to be replaced with original/genuine parts/components of the same brand

and quality. In case, the same brand and quality is not available, a same or better quality compatible unit is to be provided.

- XV. The parts of Printers and or from PCs, which have been replaced/ repaired, shall also become the property of the Customer. Broken and burnt parts /components of PC Printer shall not be covered under AMC.
- XVI. All PC/Printers have been kept in rooms with Air Conditioning System having conditioned power supply(UPS).

NOTE FOR BIDDERS :

- a. All the PCs and Printers are in working conditions.
- b. The scope is tentative in nature.
- c. Bidders are to submit Deviation Statement from the scope and explicitly indicate alongwith prices for repairing activities of PCs and Printers in addition to the routine activities for ensuring the healthiness and availability of the same.
- d. Bidders are requested to visit the site and take stock of all the Printers and PCs since they do not belong to a particular brand and have different hardware configurations.

2. TECHNICAL TERMS & CONDITIONS :

- i. The Bidder should be a Service Provider/Authorised Dealer/ Franchisee/Distributor of Lenovo/HP/HCL/WIPRO/Dell/Acer (supporting document(s) in this regard in the field of AMC is to be submitted along with the bid)
- ii. The firm must have expertise in on-site maintenance and repair of desktop computers, printers, alongwith the peripherals and other hardware accessories.
- iii. The Bidders are to assess and maintain minimum inventory at the disposal of Engineer-In-charge and updated in every quarter.

3. Other Terms & Conditions for awarding the AMC shall be as below:-

- (i) The tenure of the contract will be initially for a period of one year. The contract may be extended for a further period as mutually agreed upon, subject to satisfactory performance. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (ii) In case of the contractor backs out during the contracted period without any explicit consent/reasons of this department, the firm would be liable for recovery on prorata basis at higher rates to be mutually decided , vis-a-vis, for the contracted amount. The expenses incurred in the process for maintenance by the Department for the balance period of contract through alternative means shall be recovered from the CPG and subsequently delisted from NEEPCO.
- (iii) The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
- (iv) The contract as a whole or part thereof is non-transferable.

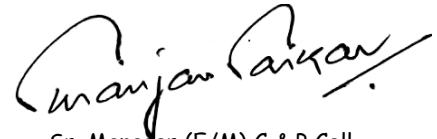
4. FINANCIAL TERMS & CONDITONS

- i. The rate may be quoted on comprehensive basis for the computers and printers etc. The rates quoted should be exclusive of Taxes, if applicable.
 - ii. The Lowest Bidder (L-I) shall be determined on the basis of the grand total of rates quoted for all items commensurating with the requirements suiting NEEPCO.
- 5. Payment :** No advance payment in any case would be made. Payments shall be made on quarterly basis by NEFT/RTGS only after deduction of taxes and other dues, if any, on satisfactory rendering of services.
- 6.** If the bidder is eligible for any kind of exemption/ concession from state Govt. / Central Govt. the bidder shall furnish documentary evidence to consider the same.
- 7. All bids should be neatly typed out. Hand written bids / Quotations send by FAX & E-MAIL would not be accepted. Un-signed bids would not be considered.**
- 8. Quantity:** NEEPCO reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC,
- 9.** The Bidders are requested to note that participation in the bid shall be taken as acceptance of the terms & conditions as stated above. In case any condition(s) is/are not acceptable to the bidder, the same should be mentioned in the offer/quotation in clear terms.

10. Deviation if any from the standard specification must be clearly reflected in a separate attachment along with bid documents with proper reasoning (Necessary supporting documents to be placed if available from the manufacturer.
11. Performance Guarantee: The successful tender/firm will be required to furnish Performance Guarantee in the name of NEEPCO Ltd., for an amount equal to 10% of the contract value which will be released to the contractor on successful completion of the contract.
12. Penalty for delayed Service: The AMC will include rectification of all Hardware and Software problems. The engineer(s) will have to ensure that all calls are attended within 2 (Two) days normally. . In Case of failure to do so, a penalty will be charged for downtime at the rate of Rs. 100/- (Rupees One hundred only) per day or part thereof beyond the demarked time limit of 4 (four) days from the time a complaint was lodged). In case of exigency and nature of the problem and merit of the case penalty will be decided by the Engineer-In-Charge.

The Corporation reserves the right to change/modify the requirements or to postpone/accept or reject the tender in full or part of this Notice or cancel without assigning any reason thereof and is not bound to accept the lowest offer.

For & on behalf of North Eastern Electric Power Corporation .Ltd.



Sr. Manager (E/M) C & P Cell
AGTCCPP, NEEPCO Ltd. R.C.Nagar

ANNEXURE-I

LIST OF PRINTERS		
Sl.No.	Make & Model	Serial No.
1	HP Laser Jet P1007	VNFNS37224
2	HP Laser Jet P1007	VNFNS46778
3	HP Laser Jet P1007	VNFNP24944
4	HP Laser Jet P1007	VNFP24422
5	HP Laser Jet P1007	BNF4317426
6	HP Laser Jet P1007	VNF4K19398
7	HP Laser Jet P1007	VNFX56786
8	HP Laser Jet P1007	VNFNP24422
9	HP Laser Jet P1007	VNF6F19789
10	HP Laser Jet P1010	SGFBD43167
11	HP Laser Jet P1007	VNF4100852
12	HP Laser Jet P1008	VNF5M32049
13	HP Laser Jet P1008	VNF3233213
14	HP Laser Jet P1015	SGFBM76301
15	HP Laser Jet 1015	SGFB013941
16	HP Laserjet P1015	SGFBJ06951
17	Hp Laser Jet 1015	SGFB106951
18	HP Laser Jet P1505n	CNC2310408
19	HP Laser Jet 1020 Plus	VNC3809901
20	HP Laser Jet 1020 Plus	VNC3659206
21	HP Laser Jet 1020 Plus	VNC3667166
22	HP Laser Jet 1020 Plus	VNC3667168
23	HP Laser Jet 1020 Plus	VNC3659549
24	HP Laser Jet 1022	VNRJ79V192
25	HP Laser Jet P1108	VNF3222657
26	HP Laserjet P1108	VNF3222685
27	HP Laserjet P1108	VNF6802147
28	HP Laserjet P1108	VNF4834119
29	Canon Image Class MF 226DN	RVJ12339
30	HP 128fn	CNB7H6CLHX
31	HP1213nf	CNJ8DDSF4
32	HP1536dnf	CNC9C3HBMD
33	HP CP 1025	CNF1B24808
34	EPSON M200	S2LY166751

ANNEXURE-II

LIST OF PRINTER SPARES TO BE REPLACED DURING AMC

Nos.	Description of items along with specifications	Printer Type/Brand Name
1.	Mechanical parts, Scanner unit, Logic Card, Power Supply Unit, Pickup Roller/Motor, Fuser Assembly.	Various mono HP LaserJet, HP 1213nf, HP 1536dnf, Canon 226dn, HP 128 fn MFPs.
2.	Print head stepper motor, Belt, Stabilizer Bar, Paper Tray/feeder, Rollers, Paper feed stepper Motor, Power Supply Unit, Logic Card.	Epson M200 Ink Tank.

ANNEXURE-III

Machine Serial No Wise List FY 19-20

Description	PC Desp.	Sl.No.	Description	Monitor	Monitor Sl.No.	Status
PCS AMD, 01 Nos.						
GTG	PCS AMD	5505947	AMD 1 GB of RAM	??	??	Working

Acer AMD, 01 No.

Stores	ACER AMD	4076010	Acer AMD	??	??	Working
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HP Desktop PC, 01 No.

	HP	INA03406DG	HP Core i3 2 GB RAM/500 GB HDD	HP 20" LED	11BFP011551	Working
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HCL PC with TFT Monitor, 02 Nos.

	HCL core i3	7101AC045578	Intel © core i3,	HCL TFT	7101BG015318	Working
	HCL core i3	7101AC045605	do	HCL TFT	7101BG15297	Working

HCL Infinity Pro BL 1355 , Core i3 03 Nos.

	HCL	1121AA122013	Core-i5 1 GB of RAM 320 GB HDD	HCL TFT (LED),18.5"	0115BG0067901	Working
	HCL Black	1121AA122819	do	HCL 18"5 LED	0115BG0063831	Working
	core i5					
	HCL	1121AA120971		AOC 18"5 TFT	AOCJNY28060438	Working

HCL Infinity L A350 Tru,Core i3, 05 Nos.

	HCL	3123AA339946	HCL Core i3 2 GB of RAM	HCL TFT 18"5	B86120705350	Working
	HCL	3123AA339946		HCL LED 18"5 TFT	B86120705350	Working
	HCL Black	3123AA339942		HCL 18"5 LED TFT	B86120704699	Working
	HCL Black	3123AA339902	do	HCL Black TFT 18"5 LED	B86120704767	Working
	HCL	3123AA339915		HP TFT 20" (LED)	CNC021Q7LT	Working

HCL Infinity LA 380 Series, 02 Nos.

	HCL	3123AA346913		HCLTFT 18"5 (LED)	B86121005235	Working
	HCL Black	3123AA346912	153.16.1.232	HCL 18"5 LED TFT	B86120705442	Working

HCL VC PC , 01 No.

	HCL Core i5	4123AA365730	Intel © Core i5	153.16.1.121	HCL TFT 18"5	B86133402634	Working
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HCL Infinity MA 375, 06 Nos.

	HCL Black	1131AA402249	Core i5 2 GB RAM 320 GB HDD	153.16.1.57	AOC TFT 18"5 (LCD)	AOCWR96E1455762	Working
	HCL	1131AA402188		153.16.1.3	HCL LED 20"	AOCAMAN93100204	Working
	HCL	1131AA403567	do	153.16.1.235	HCL TFT 18"5 (LED)	0115BG0063641	Working
	HCL	1131AA402245		153.16.1.244	HCL TFT 18"5 (LED)	B86121005494	Working
	HCL	1131AA402244		153.16.1.243	HCL TFT 18:5 (LED)	B86122603949	Working
	HCL core i5	1131AA402247		153.16.1.117	HCL TFT 18"5 (LED)	B86122606546	Working

HCL Intel Core i3, ,

	HCL Black	3121AA167497	Intel© core i3 2 GB of RAM 500 HDD	153.16.1.228	HCL Black 20" (LCD)	CNC021Q7ZR	Working
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HCL Infinity Core i3,

	HCL Infinity Co	5133AA620483	Intel corei3,2GB, 500 GB		HCL TFT 18.5	AOCWHF2D1052913	Working
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HCL Infinity core i5,								
1		HCL Infinity Cor	C133AA777237	Intel Core i5, 2GB, 500 GB		HCL TFT 18.5 LED	AOCWHF2D1853234	Working
2		HCL Infinity Cor	C133AA777228	do		HCL TFT 18.5 LED	AOCWHF2D4155537	
3		HCL Infinity Cor	C133AA777226				AOCWHF2D4158621	
4		HCL Infinity Cor	C133AA777224				AOCWHF2D4153789	
5		do	C133AA777249				AOCWHF2D4153997	

HCL Infinity Core i5,								
1		HCL Infinity Co	C133AA777210	Intel Core i5, 2 GB 500 GB		HCL TFT 18.5 LED	AOCWHF2D4156980	
2		do	C133AA777220	do		do	AOCWHF2D4157804	

HCL Infinity Core i5,								
1		HCL Infinity Core i5	C133AA777185	HCL Core 5, 4GB, 500 GB HDD		HCL TFT 18.5 LED	AOCWHF255517	
2			C133AA777214			do.	AOCWHFD4158131	
3			C133AA777219				AOCWHF2D4154357	
4			C133AA777240				AOCWHF2D4153985	
5			C133AA777252				AOCWHF2D4155561	
6			4133AA619472				AOCWHF2D4158575	
7			4143AA832820				AOCWHF2E3352963	
8			9123AA455636				T19KHF2F2301497	

HCL Desktop PC				Core i5 third Generation, 4GB RAM, 500GB HDD		HCL 18.5 TFT		
1			3133AA587698				B86133402634	
2			C133AA775124				B86133401526	
3			C133AA775121				B86133400902	
4			C133AA775123				AOCWT66D259903	

Dell Desktop PC				Dell specs??		Dell 20 inch LED		
1	Inspiron 3647 model		1RJQ542				CNjN78CC7287251QCCJl	

Dell Desktop PC w.e.f 16/05/19				Dell specs??		Dell 18.5 inch		
1	Vostro 3250		98YF882				ONNK397287259L-AMEI	

Dell Desktop PC W.E.F. 25/05/19				Dell specs?		Dell 18.5 inch		
1	VOSTRO 3900 SERIES		1B57NC2				CNOMMK39728725CJGN81	
2			1BN2N62				CNOMMK39728725CJFMW1	
3			1BN4N62				CNOMMK39728725CFC8V1	

Dell Desktop PC W.E.F 27/12/17				DELL 6TH GEN		DELL 18.5		
1			3SRVFD2				CNOMMK39CK91	

49 PCs

45 w.e.f 01/12/2018

1 w.e.f 01/06/2019

3 w.e.f. 01/06/19

Date 15/12/19